

SHETLAND ISLANDS COUNCIL PLANNING PERFORMANCE FRAMEWORK ANNUAL REPORT 2023



SHETLAND
ISLANDS COUNCIL

Contents:

- Introduction & Context
- Part 1: Qualitative Narrative and Case Studies
- Part 2: Supporting Evidence
- Part 3: Service Improvements
- Part 4: National Headline Indicators (NHI)
- Part 5: Official Statistics
- Part 6: Workforce Information
- Part 7: Planning Committee Information
- Part 8: Performance Markers -Source of Evidence/Table of Evidence



Introduction & Context

The Planning Performance Framework (PPF) is the Planning Authorities annual report on the planning service. The PPF was developed by the Heads of Planning Scotland (HOPS) and the Scottish Government to provide a document with a range of qualitative and quantitative indicators to document planning activities.

This is the twelfth report provided by Shetland Islands Council's Planning Service as part of the Planning Performance Framework, and the final report in the current format following the appointment of the National Planning Improvement Champion.

Our report covers the reporting period of 1st April 2022 to 31st March 2023. During this period, our planning service has continued to go through a significant period of further change with the coming into effect of the National Planning Framework (NPF4) in February 2023. We have also had a number of staff leave the planning service, but on the positive side, we were able to undertake a successful recruitment exercise in 2022, resulting in the appointment of three experienced planners to our development management team. Nevertheless, vacancies remain and we continue to struggle to recruit experienced planners and suitable graduate planners to join our service, particularly in development planning. Over the next few years, a number of experienced staff are due to retire, and this is likely to result in further pressures to deliver and manage our services to their full effectiveness. Furthermore, the new requirements of NPF4, regulations and guidance upon new style development plans in particular, will require us to develop our skillsets and where needed seek additional staff or services to enable us to deliver the next local development plan.

Our current Local Development Plan (2014) was anticipated to be replaced by LDP2, following consultation on the Main Issues Report and Call for Sites in February-March 2022, but due to circumstances outwith our control work on this plan was halted following the coming into effect of revised development plan regulations. We are currently in the process of putting together a programme of works for our replacement, new style, Local Development Plan.

As our report and case studies demonstrate, our service plays a significant role in delivering development on the ground (and at sea), and contributing to sustainable growth and development in the right locations. We do however, continue to face challenges with housing delivery, of which many aspects are outwith our control and have been further exacerbated by covid, cost of living increases, economic pressures, resource/material shortages and pressures on workforce capacity.

Our service continues to work well within our Directorate and beyond to help shape and deliver Council priorities. Issues such as energy supply and infrastructure (including offshore renewables), transport provision and connectivity (including fixed links to our Island communities), climate mitigation and adaptation, biodiversity enhancement and improved community involvement in local decision making are all central to our roles in planning and marine planning



Part 1: Qualitative Narrative and Case Studies

Our case Studies and supporting evidence in Part 2 of this report demonstrate how we are contributing to a high performing planning service that delivers:

- Quality of Outcomes
- Quality of Service and Engagement
- Governance
- Culture of Continuous Improvement

Case Studies:

The following case studies are provided to demonstrate how we continue to provide a high-performing and high-quality planning service:

Case Study Title:	
<i>Aquaculture Review – Developing Improved Approaches to Consenting</i>	
Location and Dates:	
Stirling, MS Teams – August 2022 Onwards	
Elements of a High-Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers (please select all that apply):	
<i>Note which key markers 1-15 this case study relates to</i>	
3,6, 12 and 13	
Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • Design • Climate change • Conservation • Biodiversity • Regeneration • Environment • Greenspace • Town Centres • Masterplanning • Local Develop Plan & Supplementary Guidance • Housing Supply • Affordable Housing • Economic Development • Enforcement • Development Management Processes • Planning Applications 	<ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Community Engagement • Placemaking • Design Workshops/ Charrettes • Place Standard • Performance Monitoring • Process Improvement • Project Management • Skills Sharing • Staff Training • Online Systems • Data and Information • Digital Practice • Transport • Active Travel • Other (<i>please note</i>)
Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • General Public • Hard to reach groups • Local Developers • Key Agencies 	<ul style="list-style-type: none"> • Planning Committee • Authority Planning Staff • Authority Other Staff • Other (<i>please note</i>)
Overview:	
<i>A description of the activities which have taken place during the case study period.</i>	

Since August 2022, Shetland Islands Council have been providing planning authority input, along with Highland Council, and HOPS input into the Scottish Government's Aquaculture Consenting Task Group. This group is one of a number of groups that were formed following the Independent Review into Aquaculture, and subsequent recommendations report that was published in February 2022.

Shetland Islands Council provided considerable input into the review and have carried this forward into the consideration of new ways of working to help improve the efficiency, effectiveness, and transparency of Scotland's aquaculture regulatory regime.

Since August 2022, the Council has been involved in regular meetings and workshops with Scottish Government officials, the development industry, SEPA and Crown Estate Scotland to develop a streamlined consenting process, based on a joint-working and collaborative approach to pre-application.

Work on developing the new approach is continuing and we will therefore provide more detail on the outcomes in next year's report.

Goals:

A description of how the case study aimed to contribute to the wider goals and outcomes of the planning service.

One of the key outcomes which came out of the [Independent Aquaculture Process Review](#) was that:

- A new single consenting document for aquaculture should be created, that mandates what all parties (the applicant, regulators, the community, and other statutory consultees) involved in an application are subject to derived from a pre-application consultation prior to submission.

Shetland Islands Council's involvement in the work of the Consenting Task Group to date has contributed to developing new and improved ways of working with other regulators and industry. The group has worked alongside improvement specialists in the Scottish Government to develop and pilot a new process for pre-application activities within the existing aquaculture consenting process, with a view to exploring alignment and processes beyond pre-application in future work.

It is intended to trial the process later this year using a live-application and use the [Plan, Do, Study, Act](#) approach, as outlined in the Scottish Government's '3-Step Improvement Framework for Scotland's Public Services' to record and measure

outcomes for analysis, evaluation and learning. This will in-turn guide future changes.

A key feature of our involvement in this project has been working in collaboration with a range of stakeholders to map out current processes and identify where improvements and efficiency savings can be made. We have worked closely with others to share knowledge on how our already well-established approach to pre-application in aquaculture development is used. Importantly, we have also learnt from others on how their processes work and we have taken on board advice about how we can all work together to improve the process for regulators, authorities, developers, consultees and communities.

Extract from the report:

Indeed it would be useful to pilot the new proposed single consent document and to start to pull together what would be in the frameworks for each sector. I believe that Shetland would be the ideal candidate to carry out the pilot. A pilot would allow improvements to the new regulatory system to be designed within a supportive environment, aiding in a transition to the full roll out of the new

A Review of the Aquaculture Regulatory Process in Scotland

Russel Griggs OBE

February 2022



Outcomes:

A brief description of what the case study has demonstrated so far and any follow up work which will take place because of it. If the project is still underway please note what is still to be completed

Key outcomes to date from our involvement are as follows:

- Improved joint working with other key regulators, including SEPA and the Scottish Government's Marine Directorate.
- Improved joint working with the aquaculture industry.
- Improved understanding and knowledge of each other's roles, processes and perspectives of the consenting process.
- Sharing of good practice, knowledge and approaches with other authorities, including close working with Highland Council as part of the work and also other aquaculture authorities through progress and update meetings.
- Opportunity to help co-design and influence future improvements led by the Scottish Government.
- Ensuring that any thoughts, issues or concerns raised on behalf of the Council, other planning authorities and from a HOPS perspective are reported back to the Consenting Task Group for further consideration.

As mentioned above, we plan to commence a trial of the new process later this year. We will therefore provide an update of the outcomes in our next PPF.

Name of key officer

Simon Pallant – Coastal Zone Manager

Case Study Title:	
<i>Addressing flood risk and coastal adaptation plans through co-working and placemaking.</i>	
Location and Dates:	
November/December 2022, and Scalloway March 2023	
Elements of a High-Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers (please select all that apply):	
9, 12 and 13	
Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • Design • Climate change • Conservation • Biodiversity • Regeneration • Environment • Greenspace • Town Centres • Masterplanning • Local Develop Plan & Supplementary Guidance • Housing Supply • Affordable Housing • Economic Development • Enforcement • Development Management Processes • Planning Applications 	<ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Community Engagement • Placemaking • Design Workshops/ Charrettes • Place Standard • Performance Monitoring • Process Improvement • Project Management • Skills Sharing • Staff Training • Online Systems • Data and Information • Digital Practice • Transport • Active Travel • Other (<i>please note</i>)
Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • General Public • Hard to reach groups • Local Developers • Key Agencies 	<ul style="list-style-type: none"> • Planning Committee • Authority Planning Staff • Authority Other Staff • Other: Scalloway Community Development Company.
Overview:	
<i>A description of the activities which have taken place during the case study period.</i>	

Background

In November 2022, Shetland Islands Council resolved to adopt and publish the [Shetland Local Flood Risk Management Plan](#) (LFRMP) for the period 2022-2028 (cycle 2). The Plan was formally published in December 2022 and its preparation was overseen by the Shetland Local Plan District Partnership, in liaison with the Local Flood Risk Management Advisory Group (FRM LAG). The plan follows on from the previous (cycle 1) plan, which covered the period 2016-2022.

The Shetland Local Flood Risk Management Plan details the actions adopted to reduce the impact of flooding in the Shetland Local Plan District. The Plan supplements the Shetland Flood Risk Management Strategy, which coordinates the efforts of all organisations that tackle flooding, whether it is in our towns, villages or rural areas and whether it is from burns, the sea or from surface water.

The Plan contains a number of actions required to implement the national flood plan, including area specific actions developed from the work carried out in cycle 1 of the LFRMP. Two of these particular actions relate to the village of Scalloway, and they set out to:

- Prepare a shoreline management plan for the coastal areas covering effects and potential protection options for sea level rise in collaboration with the Scalloway Local Place Plan objectives.
- Prepare a surface water management plan through collaborative work with the Local Place Plan objectives to try to reduce flood risk.

Developing our Approaches

Work is continuing on these 2 actions in cycle 2 of the LFRMP. To progress matters the Council's Planning Service is using their established working relationship with the Scalloway Community Council, and Scalloway Community Development Company. These two groups have played an integral role in producing and delivering the actions of the [Scalloway Local Place Plan](#) (which featured in previous PPF reports). We are also engaging with our Local Flood Risk Management Advisory Group (FRM LAG) and we work alongside them and other Council departments, including community planning and climate change.

Goals:

Some of the main goals of this work are to further progress the vision and actions of the Scalloway Local Place Plan, whilst at the same time seeking to deliver particular actions of the Local Flood Risk Management Plan in a multi-faceted manner. Taking this approach

requires a plan-led system of development plans/local place plans and flood risk management plans to work together to help achieve a coordinated approach to place making, which takes account of climate change and flood risk to create a sustainable future for the village.

In particular this approach is supported one of the four Vision Aims of the 'Scalloway and Place' of the Local Place Plan, which is as follows:

"Scalloway and Place – the Scalloway Local Place Plan creates the important link between land use planning and community planning. Scalloway Community Council will work alongside Shetland Islands Council to seek funding opportunities to deliver the Spatial Vision and Action Plan.

We shall aim to develop a connected waterfront and enhance the Main Street area of the village centre to promote a distinctive, safer and attractive place for residents, visitors and businesses. Ensuring that our community has pride of place and is involved in how Scalloway changes is central to this."

The vision identifies specific improvements in the village relating to placemaking, regeneration, re-design of space and flood risk improvements. This includes the a potential waterfront walkway, flood protection and coastal reclamation as shown below:



Burn Beach Expansion & Waterfront Improvements



Our vision for Scalloway sets out to enhance Main Street and the waterfront area to promote a distinctive, safer and attractive place for residents, businesses and visitors. A number of priorities in the Spatial Vision are closely related and could link together to have a greater chance of securing funding and being delivered. This is highlighted in the Action Plan.

The three highest priorities for improvements are located in the centre of the village and relate to the Old Youth Centre demolition, additional parking at Burn Beach and improved waterfront walkways and piers. Five other priorities in the Spatial Vision could be considered alongside these improvements:



Taking a coordinated approach ensures that we don't consider improvements in isolation and that we are aware that changes in one area of the village could impact upon another area. For example, if some parking was to be lost along Main Street to reduce congestion, improve safety and create more space for public realm improvements then it would need to be accommodated elsewhere. The expansion of Burn Beach through coastal reclamation could be one potential way of doing this.

If coastal reclamation is to be considered as an option then we should also look at the potential to incorporate new waterfront walkways, public realm areas, boat moorings and alternative walking routes. This would make the village more attractive and help promote health benefits for visitors and residents.

Additionally the waterfront walkways could incorporate flood prevention measures to reduce the impacts of flooding through climate change and sea-level rise in the centre of the Village.



Recent Flooding on Main Street

In the period since the adoption of the Scalloway Local Place Plan the Scalloway Community Development Group has continued to take forward and deliver priorities. In 2022 they received funding to commission planning and engineering consultants to develop “The Scalloway Waterfront & Town Centre Feasibility Study & Masterplan” and this was subject to public consultation during the PPF reporting period. More information on the results of this engagement can be found here:

[Major plans for Scalloway revealed | The Shetland Times Ltd](#)

[Scalloway Community Development Company | Scalloway | Facebook](#)

[Multi-million pound proposals picked as priorities for future Scalloway development | Shetland News \(shetnews.co.uk\)](#)

Outcomes:

A brief description of what the case study has demonstrated so far and any follow up work which will take place because of it. If the project is still underway please note what is still to be completed.

In March this year the Local Flood Risk Management Advisory Group held their annual meeting in Scalloway and focused on the coastal adaptation plans, flood risk management plan actions and how the vision and actions in the Scalloway Local Place Plan and subsequent Town Centre and Feasibility Study Masterplan could possibly be achieved. Attendees included elected members, SEPA, planning, climate change and transport staff from the Council. A walking visit of the priority sites was coordinated and members of the Scalloway Development Company attended to discuss their proposals.

Given that the proposals for the waterfront regeneration, placemaking and flood risk actions continue to develop we intend to provide an update on progress in our next PPF report. Key to success will be Council services working with the community and

development group to agree a coordinated approach to seeking funding to deliver realistic and deliverable outcomes. We shall also engage with other authorities to share good practice and learn from their approaches, including Orkney Islands Council on their case studies on climate change adaptation planning and engagement.

We consider that this case study provides a further example of how the Council's planning service is continuing to provide quality outcomes in the village of Scalloway and are continuing to work with a range of stakeholders to seek to deliver a range of improvements.

Name of key officer

Colin Smith – Planning Engineer

Simon Pallant – Coastal Zone Manager

Case Study Title:	
Implementing NPF 4	
Location and Dates:	
Various locations and Training on 21 st February and 25 March 2023.	
Elements of a High-Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers (please select all that apply):	
9, 11, 12	
Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • Design • Climate change • Conservation • Biodiversity • Regeneration • Environment • Greenspace • Town Centres • Masterplanning • Local Develop Plan & Supplementary Guidance • Housing Supply • Affordable Housing • Economic Development • Enforcement • Development Management Processes • Planning Applications 	<ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Community Engagement • Placemaking • Design Workshops/ Charrettes • Place Standard • Performance Monitoring • Process Improvement • Project Management • Skills Sharing • Staff Training • Online Systems • Data and Information • Digital Practice • Transport • Active Travel • Other (<i>please note</i>)
Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • General Public • Hard to reach groups • Local Developers • Key Agencies 	<ul style="list-style-type: none"> • Planning Committee • Authority Planning Staff • Authority Other Staff • Community Councils
Overview:	
<p>On 13 February 2023 the National Planning Framework 4 (NPF4) was published and came into effect. In order to prepare for the implementation of the NPF4 staff if the planning service undertook preparatory work in considering how the new policies would apply, alongside considering the implications. Additionally, our development plans team undertook assessment of current LDP (2014) policies to</p>	

ensure they our development plan remained fit for purpose, relevant and in compliance with NPF4.

To ensure that the suit of NPF4 policies were understood and applied in a consistent manner we used our regular planning service liaison meetings, which involve staff from development management, development plans and marine planning. We worked through a number of specific planning applications to discuss and agree how the policies should be applied, including those on biodiversity and biodiversity enhancement.

Planning service staff also used the HOPS sub-groups to discuss and help develop understanding of consistent and proportionate approaches with other planning authorities, and specific meetings were held between the aquaculture planning authorities to discuss specific policy topics.

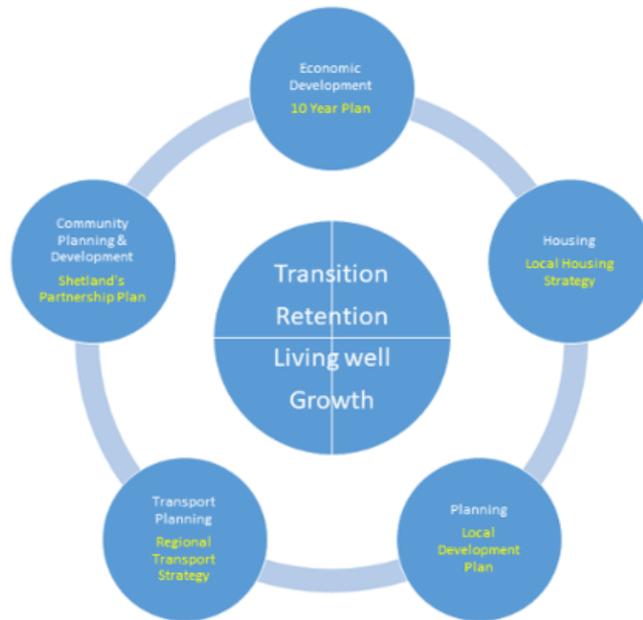
We also considered it to be essential that our elected members and community councils were made aware of NPF4, including its key principles, strategies, policies and national developments and how it will guide our next LDP, and planning decision making processes. In order to ensure this happened we worked alongside Planning Aid Scotland (PAS) to deliver elected member training in February 2023, and community council training in March 2023.

Extracts from the training are provided below for context:

**Community Council Training
25th March 2023**



Development Services – Key Policies & Plans



Shetland Islands Council CC Training - NPF4 (Saturday 25 March 2023)		
Time	Section	Who
0900	PAS Trainer & pre-meet	ALL
0925	Participant arrival/entry	
0930	Welcome & Introduction:	
	LA Welcome	MD
	PAS Welcome & Intros Objectives Ground Rules Intro to PAS Warm Up	DW/SD
0945	Presentation: Scottish Planning System - Context	DW
1000	LA Perspective + Q&A/Discussion	SP
1015	Presentation: The Development Plan - incl. NPF4	SD
1100	Break	
1115	Q&A/Discussion	DW/SD
1130	Presentation: Development Management + Q&A/Discussion	DW
1200	Group Discussions	DW/SD
1220	Plenary Q&A/Discussion	SD/ALL
1225	PAS thanks / LA Thanks & Next Steps	DW/MD
1230	Close	

Our local development industry and other Council services were also kept up to date and provided information on NPF4 to ensure they were fully aware of its importance and we also provided updates on our planning webpage:

[National Planning Framework 4 – Shetland Islands Council](#)

Goals:

The main goals of the above work was as follows:

Planning Authority Staff

- Shared understanding of the role of NPF4, alongside its role in decision making processes and guiding our next LDP.
- Improved understanding of NPF4 policies, including new requirements and approaches.
- An opportunity to work collaboratively within the planning service and with other planning authorities to share thoughts and approaches to policy principles and policy application.
- Using live applications to discuss and apply new approaches to delivering NPF4 policy, including matters such as biodiversity, blue green infrastructure and climate change.
-

Elected Members and Community Councils

- Ensuring they were provided with a clear guidance and advice on the role and purpose of NPF4 and how it is central to our planning process.
- Using Planning Aid for Scotland to help facilitate and deliver training with input from our planning service to tailor it to a Shetland context.
- Improving our quality of engagement and working with members to help deliver improved corporate working.
- Improving our quality of engagement and working with community councils to help deliver improved relationships and opportunities for working closer together.
- Improved understanding of the role of our planning service, how it sits within our wider directorate and contributes to corporate priorities.

Outcomes:

By undertaking these approaches we believe that the transition to NPF4 has been less onerous than may be expected. Given that NPF4 is still in its infancy the above work is a continuous process that will develop and improve in time so we intend to provide a further update in our next PPF. We continue to work together as a planning service to implement the NPF4 policies and develop for thinking in applying them to our next LDP, non-statutory planning guidance and future Regional Marine Plans. This includes working with other planning authorities, attending relevant training/sharing good practice events, keeping up to date with published guidance and engaging with the HOPS Knowledge Hub.

We are also taking planning to take forward further engagement with our elected members on NPF4 to help ensure that they are fully aware of the implications in both decision-making (planning applications) and development planning.

Name of key officer

Planning Service Team Leaders and Head of Planning

Case Study Title:	
Development Plans & Heritage – A collaborative approach to working with other Council Departments	
Location and Dates:	
Shetland Islands Council Local Authority Area – 2022/2023	
Elements of a High-Quality Planning Service this study relates to (please select all that apply):	
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Governance • Culture of continuous improvement 	
Key Markers (please select all that apply):	
<i>Note which key markers 1-15 this case study relates to</i>	
9, 12	
Key Areas of Work (please select the main area of work covered - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • Design • Climate change • Conservation • Biodiversity • Regeneration • Environment • Greenspace • Town Centres • Masterplanning • Local Develop Plan & Supplementary Guidance • Housing Supply • Affordable Housing • Economic Development • Enforcement • Development Management Processes • Planning Applications 	<ul style="list-style-type: none"> • Interdisciplinary Working • Collaborative Working • Community Engagement • Placemaking • Design Workshops/ Charrettes • Place Standard • Performance Monitoring • Process Improvement • Project Management • Skills Sharing • Staff Training • Online Systems • Data and Information • Digital Practice • Transport • Active Travel • Other (<i>please note</i>)
Stakeholders Involved (please select the main stakeholders - 1 to 2 options maximum):	
<ul style="list-style-type: none"> • General Public • Hard to reach groups • Local Developers • Key Agencies 	<ul style="list-style-type: none"> • Planning Committee • Authority Planning Staff • Authority Other Staff • Other (<i>please note</i>)
Overview:	
<i>A description of the activities which have taken place during the case study period.</i>	
<p>The Climate Change team is a newly formed team within Shetland Islands Council with a requirement to deliver on a Council Roadmap to Net Zero and well as a Shetland wide Road map. It was identified early on that the role that the Natural</p>	

Heritage Officers within the Planning Service have could offer skills, knowledge and advice in the preparation of the roadmap. Likewise it was identified that the skills within the climate change team could assist in the delivery of some of the Planning Outcomes relating to the Natural Environment and Biodiversity Net Gain.

The Planning Service have supported the Climate Change team by sharing our environmental baseline information to support their work on SEA for their various strategies. In return they have committed to share any updates to the baseline data that they undertake. The aim is we continue to share data where appropriate with the Climate change team and seek to expand this approach to other teams within the Council.

The Council's Planning Service, led by the Natural Heritage Team jointly worked with the Climate Change Team composed and present a joint paper on the Edinburgh declaration and its impacts for the Council to Members of the Council's Environment and Transport Committee on 9th November 2022. We have agreed to jointly work together in this way when appropriate and the occasion arises.

Goals:

A description of how the case study aimed to contribute to the wider goals and outcomes of the planning service.

- Joint working helps to broaden the influence of Planning within the Council and beyond
- Adopting Collaborative approaches to developing policy and strategy
- Efficient use of Officer time and limited resources

Outcomes:

A brief description of what the case study has demonstrated so far and any follow up work which will take place because of it. If the project is still underway please note what is still to be completed

- Improved joint working with other Council Departments, Specifically the Climate Change Team.
- Improved understanding and knowledge of each other's role and remit within the Council and where joint working approaches can save resources.
- Sharing of good practice, knowledge and approaches with other teams within the Council

Name of key officer

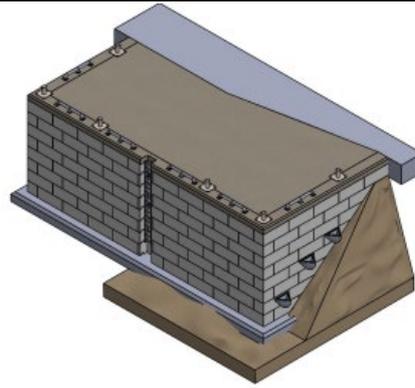
Suzanne Shearer – Team Leader Development Plans & Heritage

Part 2: Supporting Evidence

For a further detailed explanation of the supporting evidence, please refer to the case studies, and NHI commentary. The following additional points should be noted:

Customer Input & Engagement

- During the reporting period our Planning Service has continued to engage effectively with our customers. This includes regular updates to our development industry via our email distribution list on key matters such as NPF4. We have also informed them of resultant policy implications and changes, including matters such as biodiversity and climate change. Additionally we also provided them with updated guidance on flood risk.
- Following the lifting of restrictions that were placed on our service with covid we were able to re-introduce our [duty officer service](#) during the reporting period. This continues to be a successful way of ensuring that pre-application is applied, and the quality of submitted applications is improved, to help ensure they contain the right information to enable validation on receipt.
- We continue to hold regular meetings with industry, including our aquaculture development industry and are working with them to identify improved ways of working, including the use of [processing agreements](#) for major or complex applications.
- In March 2023, the Council responded to the Scottish Governments [Highly Protected Marine Area](#) consultation, this involved the engagement and coordination with a number of Council services (including economic development) and wider industry to provide an informed response to the Government that was well received by our elected members and communities.
- We have also explored how our Planning Service could use a 'blog' to provide regular updates to our customers on relevant planning matters.
- Members of the public and stakeholders are kept up to date with progress on our Regional Marine Plan, and Coastal and Marine Planning Team activity through a regular [newsletter](#). This includes matters such as the production of planning guidance and masterplans, reviews of policy and important external and internal consultations.
- Additionally, we have engaged effectively with our elected members and community councils and we undertook training for them on NPF4 and focused this on local matters including the role of our development management service, our Local Development Plan, our Spatial Strategy, our Regional Marine Plan and our crucial role within the wider Council Directorate.



NPF4 Biodiversity Enhancement Example: For a replacement pier development by a local aquaculture company, we worked with the developer at the planning application stage to apply NPF4 policy and secure biodiversity enhancements through the design process. The applicant agreed to install [vertipools](#) on the side of the pier to create a habitat for wildlife.

Audit & Process Reviews

- Our recent audit identified improvements related to planning fees, Local Review Bodies
- and staff declarations of interest. Our Local Review action formed a service improvement for the reporting period and was partially complete at the end of the reporting period, but has now been completed.
- During the reporting period we have produced guidance for applicants looking for advice on Prior Notifications and advice for applicants who are considering changes or alterations to businesses/shops which lie within our town centre in the Lerwick Lanes Conservation Area.
- Our previous report highlighted how we had introduced internal protocols between our marine planning and natural heritage team to set out the type and level of information we require on planning consultations responses. In the reporting period we have now widened this protocol to include our development management service.
- We continue to work alongside our business support staff to identify ways in which we can deliver an improved service. As a result, we have introduced a new process for the discharge of planning conditions. This involved planning and business support staff working together to produce new guidance, templates and enterprise tasks in our application management tool 'uniform'. This process has been working well to date, and has since been applied to marine planning applications too.
- We are trialling a new process to prior notifications, and prior approvals with further templates and guidance being produced to help this change.
- We are working closely with business support to consider ways in which we can monitor the implementation of policies in our Regional Marine Plan once it is adopted by Scottish Ministers.

- During the reporting period a number of staff in the planning service undertook training in Uniform to help identify improved ways of using this to manage and monitor planning applications and decisions, and also improve the quality of our planning reports.
- Staff have also attended a number of training and development courses through the Council's own training portal, and these are identified in staff training plans. We also continue to ensure that staff have the opportunity and are supported in attending training events in person, where necessary, and also online.

Partnership Working with Others

Our case studies identify and evidence how we work well with others to deliver national and local planning policy and contribute to directorate and corporate priorities and outcomes, along with sustainable economic growth.

- Our service continues to have a lead role in the delivery of strategically important developments. This includes the delivery of the Knab Masterplan, which is identified as a key project in the Islands Growth Deal. [Knab Redevelopment – Islands Growth Deal \(islandsdeal.co.uk\)](https://islandsdeal.co.uk). During the reporting period further consultation was undertaken: [Consultation and Drop-In Sessions on Knab Redevelopment – Shetland Islands Council](#)
- We continue to engage with the Council's Future Energies Team and Highlands and Islands Enterprise, to plan and deliver a low carbon future for Shetland, whilst protecting our unique environment. A key achievement in the reporting period was ensuring the recognition of the Council's [ORION Project](#) in the NPF4, and identifying key locations at Sullom Voe, Scatsta and Lerwick as part of National Development 1 'Energy Innovation Development on the Islands'. More information can be found here: [National Planning Framework 4 - gov.scot \(www.gov.scot\)](https://www.gov.scot)
- *In December 2022 Shetland Islands Council approved the [Shetland Energy Development Principles – Shetland Islands Council](#). Staff from the Council's planning service, in particular marine planning, had a key role in inputting into the principals, which aim to ensure a just transition whilst at the same time protecting or unique marine environment. This involvement in this work is now continuing into the further development of the Council's Climate Change Strategy and Energy Strategy.*
- We continue to hold regular meetings with key agencies, such as SEPA, Scottish Water and NatureScot to discuss key issues and developing approaches to a range of matters.
- Our development plans service also continues to engage with the Council's housing service to identify ways of achieving and unlocking housing delivery in Shetland.

Benchmarking

- In September 2022, staff from the Council's marine planning team attended the annual aquaculture authorities meeting in Oban alongside Scottish Government officials. This meeting and other meetings arranged between aquaculture planning authorities (Shetland, Orkney, Western Isles, Highland, Argyll & Bute) throughout the year provide the opportunity to discuss how we can develop improved consistency in approaches, and co-develop our understanding of key planning matters. For example, during the reporting period we held meetings and workshops to discuss the application of new planning fee regulations, approaches to prior notification and approval, and NPF 4 policy implementation. These meetings provide an excellent opportunity to share and gather views on current and emerging issues. The in-person annual meeting also enables us to undertake site visits to important and innovative developments, and provides the opportunity to learn from others and share thoughts.
- Staff in the planning service also attend regular Heads of Planning sub-group meetings, and are also actively involved in knowledge sharing and discussions on the HOPS knowledge hub.

Checklist for Part 2: Qualitative Narrative and Case Studies

Case Study Topics	Issue covered by case study	Case Study Topics	Issue covered by case study
Design	X (pg10)	Interdisciplinary Working	X (pg6, 10, 20)
Climate change	X (pg 10, 20)	Collaborative Working	X (pg 6, 10, 20)
Conservation		Community Engagement	X (pg 10, 16)
Biodiversity	X (pg16, 20)	Placemaking	X (pg 10)
Regeneration	X (pg10)	Design Workshops/ Charrettes	
Environment	X (pg 10, 16, 20)	Place Standard	x (pg16)
Greenspace		Performance Monitoring	
Town Centres		Process Improvement	X (pg6, 20)
Masterplanning	X (pg 10)	Project Management	
Local Develop Plan & Supplementary Guidance	X (pg16)	Skills Sharing	X (pg 6, 20)
Housing Supply		Staff Training	X (pg 16)
Affordable Housing		Online Systems	
Economic Development		Data and Information	X (pg 20)
Enforcement		Digital Practice	
Development Management Processes	X (pg 6)	Transport	
Planning Applications	X (pg16)		
Other: please note			

Part 3: Service improvements

Delivery of our service improvement actions this year

Committed improvements and actions	Complete?
<p>Work with external partners , our ICT and Legal Services colleagues to resolve issues with on line chat function for community engagement</p> <ul style="list-style-type: none"> We worked with both the above services to implement the chat function for or LDP2 Main Issues Report. However, we did not reach agreement in time with our legal services department on how it should be operated, alongside GDPR requirements. We do however intend to use the outputs of this process and will look into this function again for future LDP engagement. 	<p><i>In Part</i></p>
<p>Work with colleagues across the Council to deliver on line engagement in order to deliver SIC Best Value Audit recommendations</p> <ul style="list-style-type: none"> Audit recommendations in particular to Local Review are covered below. In the period we also partly implemented actions in relation to staff declarations of interest, whilst actions relating to fees are still to be completed. 	<p><i>In Part</i></p>
<p>Update our guidance on Local Review and implement the additional improvements identified by our recent Audit.</p> <ul style="list-style-type: none"> A procedure note for Local Review Appeals has now been produced to meet the Internal Audit recommendation, but its approval fell just outwith the reporting period. Items taken to Local Review are now accompanied by a Cover Report which confirms the process and the decisions already taken by Council as regards the process. 	<p><i>In Part</i></p>

In the coming year we shall:

- Update and publish improved guidance on the Planning Service's Quality Audit process and engage with our development industry and key stakeholders to promote further uptake of this.

- Implement ways to improve our reporting and monitoring of enforcement breaches and monitoring of consents and conditions for marine development – this will include the production of an annual monitoring summary report.

- Produce proportionate guidance to support the implementation of policies contained in the Shetland Regional Marine Plan. Namely: Waste Minimisation, Climate Change Mitigation & Adaptation and Decommissioning.

- Continue to provide direct input into the Scottish Government's Aquaculture Review, principally through our involvement in the Aquaculture Consenting Task Group and developing new approaches to joint-pre application. As part of this we intend to work with industry, SEPA and others to pilot new approaches in our planning authority area.

- Improve the Planning Service's understanding of the Council's complaints procedure, by ensuring that all staff undertake training during 2023 to identify, log and respond to complaints in an effective and efficient manner.

- Continue to engage and communicate with elected members, community councils, key agencies and our development industry on our next LDP and NPF4 in a variety of ways including blogs, member seminars and meetings/workshops .

- Work alongside our housing service to understand issues which are impacting upon housing delivery in Shetland

- Contribute to future departmental meetings on to help develop and establish understanding of the roles and responsibilities of officers employed with our Directorate. This will reduce duplication to enable joined-up approaches to service provision, sharing of data, knowledge and skills.

Part 4: National Headline Indicators (NHI)

A: NHI Key outcomes - Development Planning:

Development Planning	2022/23	2021/22	Guidance on what to include
Local and Strategic Development Planning:			
Age of local development plan at end of reporting period <i>Requirement: less than 5 years</i>	years and months: 8 years and 10 months	years and months: 7 years and 10 months	<i>Number of years and whole months passed starting from date(s) existing local or strategic development plan(s) were adopted /approved.</i>
Will the local development plan be replaced by their 5 th anniversary according to the current development plan scheme?	N	N	<i>Using the development plan scheme in force on 31st March at the end of the reporting year, is the expected adoption/ approval date of each plan less than 5 years after the date the current plan was adopted/approved?</i>
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	Y-later* *Significantly revised Development Plan Scheme is now required in light of NPF4 and new LDP Guidance. Scheduled for early 2024.	Y-later	<i>Comparison of the development plan scheme at the start of the reporting period with the one in force at the end of the reporting period</i>

<p>Were development plan scheme engagement/consultation commitments met during the year?</p>	<p>N*</p> <p>* Progress on LDP2 frozen and expected to be reset due to adoption of NPF4</p>	<p>Y</p>	<p><i>Both the timing and nature of engagement should be considered here. Exceeding the commitments given in qualitative terms should not be seen as requiring a negative response. However, commitments missed by more than a month should be reported and justified.</i></p>
--	--	-----------------	--

Housing approvals	Units 123	units 185	<i>Total number of units (all tenures) consented during the reporting period.</i>
Housing completions over the last 5 years	units 296	units 334	<i>Total number of new homes (all tenures) completed over the preceding 5-year period.</i>
Marketable employment land supply	ha 153.14	ha 154.44	<p><i>This indicator will usually be captured by a business or employment land audit on an annual basis. The most up-to-date figure should be given, with the base date also reported.</i></p> <p><i>Marketable employment land – land which as well as meeting business requirements, such land should have a secure planning status, be serviced or serviceable within 5 years, and be accessible by walking, cycling and public transport.</i></p> <p>SPP (2014) para 101 (http://www.scotland.gov.uk/Resource/0045/00453827.pdf).</p>
Employment land take-up during reporting year	ha 1.99	ha 1.85	<i>Quantity of land removed from the marketable supply due to the start of work on site during the reporting year (or the most recent 12-month period available), specifying the period concerned.</i>

B: NHI Key outcomes – Development Management:

Development Management:	2022/23	2021/22	Guidance on what to include
Project Planning			
Percentage and number of applications subject to pre-application advice	54 -17 %	40 - 13%	<i>Planning applications decided during the year on which the planning authority had provided pre-application advice to the applicant normally including written advice. A number and percentage for this indicator is required.</i>
Percentage and number of major applications subject to processing agreement	0 %	0 %	<i>Applications decided during the year for which there had been a processing agreement, shared and understood and agreed between the applicant and planning authority, including a scheduled timetable for handling of the application. A number and percentage for this indicator is required.</i>
Decision Making			
Application approval rate	98.5%	99.3%	<i>Percentage figures; to be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.</i>
Delegation rate	98.7%	99%	<i>Percentage figures; to be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.</i>
Validation	18%	20%	<i>The percentage of applications which are validated upon first receipt.</i>
Decision-making Timescales			
Major Developments	29.1weeks	54.1 weeks	<i>Average number of weeks from receipt of a valid planning application to decision. Figures to be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities. The figures used in the PPF report should be based on 'all applications' and not 'post – August 2009 applications'.</i>
Local developments (non-householder)	17.5weeks	16.1 weeks	-
Householder developments	18.1weeks	12.6 weeks	-
Legacy Cases			
Number cleared during reporting period	7	3	<i>Applications which are more than one-year-old. Provide details of the number of legacy cases cleared during the reporting period and the number remaining (as at 31 March).</i>
Number remaining	2	3	-

C: Enforcement activity

	2022/23	2021/22	Guidance on what to include
Time since enforcement charter published / reviewed Requirement: review every 2 years	3 years 6 months*	2 years 6 months	<p><i>Position as at 31 March. The number of months since the authority's enforcement charter was last published or reviewed and re-published.</i></p> <p><i>Include hyperlink to the latest version of the charter.</i> planning-enforcement-charter (shetland.gov.uk)</p> <p><i>* Our planning enforcement charter was reviewed in the reporting period, but was published outwith in May 2023.</i></p>
Complaints lodged and investigated	37	84	<i>Total enquiries made or complaints lodged about possible planning breaches which have been investigated.</i>
Breaches identified – no further action taken	4*	1	<p><i>Potential breaches of planning control investigated.</i></p> <p><i>* We are continuing to develop our recording methods for breaches of planning control for aquaculture developments, but managed to identify and rectify a number in this reporting period.</i></p>
Cases closed	50	74	<i>Cases closed within this timeframe.</i>
Notices served	0	0	<i>Formal notices served including; enforcement notices; breach of condition notices; planning contravention notices; stop notices; temporary stop notices; fixed penalty notices, and Section 33 notices</i>

Direct Action	0	0	<i>Cases where direct action has been taken to resolve the breach</i>
Reports to Procurator Fiscal	0	0	<i>Reports passed to the Procurator Fiscal</i>
Prosecutions	0	0	<i>Number of prosecutions on planning enforcement activity led by the authority</i>

D: NHI Key outcomes – Commentary

Commentary	Guidance on what to include
Short contextual statement	
Reasons/factors which have influenced performance and any increase/decrease	<i>You can use the text box to refer to the NHI table and provide a short contextual statement, focussing on reasons/factors which have influenced your authority's performance and any increase or decrease on past results. Authorities should focus on decision making timescales, however this text box can also be used to provide relevant context for the development land supply and delivery figures, such as the area or percentage of land covered by environmental designations or national parks. It should be used to explain any obvious 'jumps' in figures between years whether this is housing land supply, housing approvals or other changes which would benefit from further context.</i>

Part 5: Scottish Government Official Statistics

A: Decision-making timescales (based on 'all applications' timescales)

Timescales	2022/23	2022/23	2021/22	Guidance on what to include
Overall				
Major developments	2	29.1 weeks	54.1 weeks	<p>Decision-making timescales Information on decision-making timescales for planning and other applications will be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities. The figures used in the PPF report must be based on the 'all applications' timescale. You can simply copy/paste in the 2017-18 full year table we publish for the authority on the Scottish Government website. You can use the information you receive prior to its publication on the web.</p> <p>https://www.gov.scot/collections/planning-statistics</p> <p>It is important that the statistics give an accurate and reliable account of the timescales for handling applications. There will be an opportunity for planning authorities, when providing their data to the Scottish Government, to highlight particular cases where substantial, and clearly unavoidable, delays have occurred. Additionally, the planning authority should highlight at that time any applications where there has been written agreement between the authority and the applicant that no action should be taken on the application during a specified period. The figures provided by the Scottish Government for this section may therefore have been reasonably adjusted to provide a more accurate marker of performance.</p>
Local developments (non-householder)	178	17.5weeks	16.1 weeks	
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	38.2(%) 61.8(%)	6.5 24.4	7.3 (12.5%) 17.4(87.5%)	
Householder developments	58	18.1weeks	12.6 Weeks	
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	69.0(%) 31.0(%)	5.6 46.1	5.7 (14.9%) 13.8(85.1%)	
Housing Developments				
Major	0	-weeks	45.4 weeks	
Local housing developments	82	13.5weeks	18.4 weeks	
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	29.3(%) 70.7(%)	6.8 16.3	5.6 (1.9%) 18.6(98.1%)	
Business and Industry				
Major	0	-weeks	62.9 weeks	
Local business and industry developments	15	11 weeks	19.5 weeks	
<ul style="list-style-type: none"> Local: less than 2 months Local: more than 2 months 	46.7(%) 53.3(%)	6.4 15.0	7.4 (6.3%) 20.3(93.7%)	

				<i>For applications where the authority and applicant have agreed a timescale different from the 2 month and 4 month targets, for example where there are processing agreements in place, the statistics on decision times will be adjusted to reflect these agreements.</i>
EIA Developments	2	28.3weeks	17.1 weeks	
Other Consents <ul style="list-style-type: none"> <i>As listed in the guidance(right)</i> 	30	14.2weeks	14.9 weeks	<i>Consents and certificates: Listed buildings and Conservation area consents, Control of Advertisement consents, Hazardous Substances consents, Established Use Certificates, certificates of lawfulness of existing use or development, notification on overhead electricity lines, notifications and directions under GPDO Parts 6 & & relating to agricultural and forestry development and applications for prior approval by Coal Authority or licensed operator under classes 60 & 62 of the GPDO.</i>
Planning/legal agreements <ul style="list-style-type: none"> Major: average time Local: average time 	0 0	-weeks -weeks	-weeks -weeks	<i>Legal obligations associated with a planning permission; concluded under section 75 of the Town and Country Planning (Scotland) Act 1997 or section 69 of the Local Government (Scotland) Act 1973</i>

B: Decision-making: local reviews and appeals

Type	Total number of decisions No.	Original decision upheld				Guidance on what to include
		2022/23		2021/22		
	No.	No.	%	No.	%	
Local reviews	2	0	0	1	33.3	<i>Information on local review and appeal decisions will be provided by the Scottish Government (Analytical Services), drawn from the data provided by planning authorities.</i>
Appeals to Scottish Ministers	0	0	0	2	0.0	

C: Context

During the period staffing resources have also been directed to handling planning submissions and issues related to the development of: the SaxaVord Spaceport (with its associated developments on the island of Unst); the 103 turbine Viking Energy Wind Farm, together with the associated cabling (both underground, as well as overhead lines being the subject of pre-application processes and S37 Application consultation by the ECU) and the Grid Supply Point associated with the repowering of Shetland; and reconsultation by the ECU on the S36 Application for the proposed Energy Isles Wind Farm arising from the approval and subsequent adoption of NPF4.

The services of a single Agency staff member based in Budapest continued to be used, whilst all Planning Officers (in common with those throughout Scotland) began to assess planning applications against the policies of NPF4 as part of the development plan. During the period Planning Officers in both the land based and marine planning teams also commenced engagement with developers bringing forward proposals for future offshore wind energy developments to the east of Shetland, the Fair Isle Ferry Project (the subject of UK grant funding), Oil and Gas Decarbonisation (west of Shetland) and the Orion Clean Energy Project: [Orion Clean Energy Project | Providing clean affordable sustainable energy for our future](#)

Part 6: Workforce Information

	Tier 1 <i>Chief Executive</i>	Tier 2 <i>Director</i>	Tier 3 <i>Head of Service</i>	Tier 4 <i>Manager</i>
Head of Planning Service Team Leaders			1	3

Staff Age Profile	Headcount
Under 30	1
30-39	2
40-49	10
50 and over	4

RTPI Chartered Staff	Headcount
Chartered staff	12

Staff Structure	Structure Diagram
Please organisation chart below.	See below.



PLANNING ORGANISATION CHART 2023

Iain McDiarmid
Executive Manager

KIMO
Arabelle Bentley
KIMO International
Executive Secretary
Innis Johnston
Business support

TECHNICAL
John Carolan
Technical Officer
Lucy Wheeler
Technical Assistant

Suzanne Shearer
Development
Plans & Heritage
Team Leader

Aaron Kerr
Building
Standards
Team Leader

Simon Pallant
Coastal & Marine
Planning
Team Leader

John Holden
Development
Management
Team Leader

BUSINESS SUPPORT
Anita Kamenikova

PLANNING OFFICERS
Peter Mogridge,
Robert Portman,
Jonny Wiseman

1 x Vacant post
1 x part time (27 hours) vacant post

Natural Heritage Officers
Martin Schofield,
Austin Taylor

Outdoor Access Officer
Liam Drosso

BUSINESS SUPPORT
Jill Garriock
Reception,
Hannah Gillie,
Fiona Sutherland

BUILDING STANDARDS SURVEYORS
Alan Goudie,
Ryan Smith,
Scott Waldie,
Greg Burgess

1x vacant post
TBC

BUSINESS SUPPORT
Anita Kamenikova

MARINE PLANNING OFFICERS
Ryan Leask,
John Rosie,

Planning Engineer
Colin Smith

BUSINESS SUPPORT
Marion Bryant,
Fiona Sutherland

PLANNING OFFICERS
Richard MacNeill,
Marianna Porter,
Norman Sineath,
Janet Barclay
Smith,
Dawn Stewart,
Claire Summers,
Brett Taylor,
Jack Wiseman

1.4 - Vacancies

The Councils' Planning and Building Standards Service sits within the Council's Development Services Directorate, which includes community planning, economic development, housing and transport. This is a well-established set up which enables us to work together to achieve the aims and ambitions of our Corporate Plan: [Shetland Islands Council Corporate Plan 2021-26](#)

The Planning Service and its Directorate also has a key role in delivering the outcomes which are identified in the [shetland-partnership-plan](#), with particular emphasis on the shared priority 'Place':

<p><i>"Shetland is a place where everyone is able to thrive; living well in strong, resilient communities; and where people and communities are able to help plan and deliver solutions to future challenges"</i></p> <p>Our shared priorities</p> <ul style="list-style-type: none">  Participation People participate and influence decisions on services and use of resources  People Individuals and families thrive and reach their full potential  Place Shetland is an attractive place to live, work, study and invest  Money All households can afford to have a good standard of living 	<p>What will be different for communities by 2028?</p> <p> Outcomes</p> <p>People will be accessing employment, education, training and services in innovative ways designed to minimise the barriers to involvement for all</p> <hr/> <p>Shetland will be attracting and retaining the people needed to sustain our economy, communities and services</p> <hr/> <p>All areas of Shetland will be benefitting from a more resilient low carbon economy underpinned by a culture of innovation, inclusion and skills development</p> <hr/> <p>Communities will be actively involved in shaping their own future resilience, creating positive places that are economically, socially and environmentally sustainable</p>	<p>How will we know if we are making a difference?</p> <p> Indicators of Change</p> <ul style="list-style-type: none"> ↓ Businesses struggling to recruit labour ↓ Under-employment ↑ 'Place Standard' - how people in Shetland rate 'Our Place' ↓ Households in Shetland who do not earn enough to have an acceptable standard of living ↑ Positive destinations for school leavers ↑ Population aged 16-29 ↓ Carbon emissions ↑ Number of employees in Shetland ↑ People who feel they can influence decisions affecting their local area ↓ Children living in low income families
---	--	---

Part 7: Planning Committee Information

The template below allows the information on the number of meetings and site visits during the reporting period to be recorded in a consistent format, additional guidance on what to include is within the template itself.

Committee & Site Visits	Number per year	Guidance on what to include
Full council meetings	12	
Planning committees	4	<i>References to committees also include National Park Authority Boards.</i>
Area committees	NA	<i>Where relevant</i>
Committee site visits	0	<i>Number of sites (i.e. applications) visited by committee.</i>
Local Review Body	2 – (held as and when required)	<i>This relates to the number of meetings of the LRB. The number of applications going to LRB are reported elsewhere.</i>
LRB site visits	0	<i>Number of sites (i.e. applications) visited by the LRB.</i>

Part 8: Performance Markers – Table of Evidence/Source of Evidence

The table on the page below provides a source of evidence for the performance markers.

	Performance Marker	Measure	Policy Background to Marker	Part of PPF report best suited to evidence this marker
DRIVING IMPROVED PERFORMANCE				
1	Decision making: authorities demonstrating continuous evidence of reducing average timescales for all development types		Official Statistics and PPF reports	NHI Scottish Government Official Statistics Please refer to above NHIs in Part 4.
2	Project management: offer of processing agreements (or other agreed project plan) made to prospective applicants in advance of all major applications <u>and</u> availability publicised on planning authority website		Modernising the Planning System (Audit Scotland); SG website / template	NHI Quality of Service and Engagement; Processing Agreements: We offer them for all major applications and expect to use some in the next reporting period for fish farm developments. We are also considering them for works licences which are issued by the Council's marine planning service for complex developments including renewables and cabling. Processing agreements are publicised on the planning authority website at: Make a Planning Application – Shetland Islands Council The Planning Authority also continues to use and promote our Quality Audit Process for major and complex applications, which is our proven approach to quality engagement. This is a developer-led process which involves the

				<p>planning authority, relevant consultees and stakeholders working together to identify and overcome issues in the planning process leading to better quality outcomes, certainty and submitted applications.</p> <p>During the reporting period we have applied this process to a number of developments including the implementation of the Knab Masterplan.</p> <p>We are currently working on producing updated guidance on the Quality Audit process that we intend to use to promote the process. We will include more detail on this in our next PPF report, and have also identified this as a service improvement.</p>
3	<p>Early collaboration with applicants and consultees on planning applications:</p> <ul style="list-style-type: none"> - availability and promotion of pre-application discussions for all prospective applications - clear and proportionate requests for supporting information 		<p>White Paper; Delivering Planning Reform; Planning Reform Next Steps</p>	<p>NHI</p> <p>Quality of Service and Engagement</p> <p>We are pleased to report that during the reporting period we were able to re-introduce our pre-application service for development management/land-based planning applications, following COVID restrictions and staffing/resourcing issues being lessened following the successful recruitment of 3 new planning officers to the development management service.</p> <p>Take up for pre-application for marine aquaculture developments continues to be promoted with our development industry, and this remains high with the majority of subsequent</p>

				<p>applications being received having previously sought pre-application advice.</p> <p>Use of our pre-application service enables us to offer site specific advice to improve the quality of subsequent applications. We also ensure that we apply proportionate and clear requests for supporting information as part of this process. Our work on the Case Study: <i>Aquaculture Review 'Developing Improved Approaches to Consenting'</i> contains more detail on how we are working to implement improved approaches to pre-application.</p> <p>Also refer to:</p> <ul style="list-style-type: none"> • Pre-application advice – Shetland Islands Council • Make a Marine Planning Application – Shetland Islands Council
4	Legal agreements: conclude (or reconsider) applications within 6 months of 'resolving to grant' ³	Reducing number of live applications more than 6 months after resolution to grant (from same time last year)	Official statistics; PPF reports; evidence of delays to major developments	<p>Quality of Service and Engagement</p> <p>Governance</p>
5	Enforcement charter updated / re-published	Within 2 years	Planning Act (s158A)	<p>NHI</p> <p>As covered above in the NHIs, the enforcement charter was reviewed in the reporting period, and subsequently published just out with in May 2023.</p>

6	<p>Continuous improvements:</p> <ul style="list-style-type: none"> - progress ambitious and relevant service improvement commitments identified through PPF report 	Progress on all commitments	Delivering Planning Reform; PPF Report	<p>Culture of Continuous Improvement</p> <p>Service Improvement Plan</p> <p>Please refer to Part 3.</p> <p>Please refer to above case study on: <i>Aquaculture Review – Developing Improved Approaches to Consenting</i></p>
PROMOTING THE PLAN-LED SYSTEM				
7	LDP (or LP) less than 5 years since adoption		Planning Act (s16); Scottish Planning Policy	<p>NHI</p> <p>Quality of Outcomes</p> <p>Quality of service and engagement</p> <p>For further background please refer to above commentary in Part 4.</p>
8	<p>Development plan scheme demonstrates next LDP:</p> <ul style="list-style-type: none"> - on course for adoption within 5-year cycle - project planned and expected to be delivered to planned timescale 		Planning Act (s16); Scottish Planning Policy	<p>NHI</p> <p>Quality of Outcomes</p> <p>Quality of service and engagement</p> <p>Please refer to above commentary in Part 4.</p>
9	Stakeholders including Elected Members, industry, agencies, the public and Scottish Government are engaged appropriately through all key stages of development plan preparation	Evidence of activity		<p>Quality of Service and Engagement</p> <p>Governance</p> <p>Please refer to above case study on: <i>Implementing NPF4.</i></p>

10	No longer applicable – gap kept for data continuity			
11	Production of relevant and up to date policy advice	Evidence of activity		Quality of Service and Engagement Please refer to above case study on: <i>Implementing NPF4</i>
SIMPLIFYING AND STREAMLINING				
12	Corporate working across services to improve outputs and services for customer benefit (e.g. protocols; joined-up services; single contact; joint pre-application advice)	Examples from the year		Quality of Service and Engagement Governance Please refer to above case studies: <i>Development Plans & Heritage – A collaborative approach to working with other Council Departments.</i> <i>Addressing flood risk and coastal adaptation plans through co-working and placemaking.</i>
13	Sharing good practice, skills and knowledge between authorities	Evidence of activity to pass on and adopt good practice	Delivering Planning Reform; Planning Reform Next Steps	Culture of continuous improvement Please refer to above case studies on: <i>Aquaculture Review – Developing Improved Approaches to Consenting.</i> <i>And;</i> <i>Addressing flood risk and coastal adaptation plans through co-working and placemaking.</i>

DELIVERING DEVELOPMENT				
14	Stalled sites/legacy cases: conclusion/withdrawal of planning applications more than one-year-old	Reducing number of applications more than one-year-old (from same time last year)		Governance Please refer to NHI on legacy cases for evidence. A total of 7 legacy cases were cleared in the reporting period, as a result of the development management service taking a pro-active and focused approach.
15	Developer contributions: clear expectations - set out in development plan (and/or emerging plan,) and - in pre-application discussions	Examples		Quality of service and engagement Our current LDP does not include policy on developer contributions. We have however been considering ways in which these could be sought and applied for certain development types in the future.